



Emergency Operations Information

For crews assisting
National Grid companies
in restoration



National Grid

Key Notes

Operating Company Name

Division Name

District/Platform Name

District/Platform Phone #

District/Platform Phone#

Guide's Name

Office Phone #

Mobile Phone #

Pager #

Home Phone #

Emergency Medical Phone Numbers

National Grid Emergency Phone Number

In New England1.800.243.1637

In New York1.877.852.1612

Name of Hotel/Motel

Phone number

Phone number

Introduction

First, on behalf of National Grid USA, thank you. We appreciate you coming to our assistance.

The purpose of this handbook is to answer some of your more common questions regarding emergency operations at National Grid USA companies. This handbook provides information on our system, our general work policies and the supervision and assistance that you will be provided with during your stay.

National Grid USA is divided into seven divisions within our five distribution companies and National Grid Transmission USA. See our service territory maps on pages 20.22.

No job is so important that we can't take the time to do it safely.

Safety

During this emergency, you will be working under adverse conditions. Take necessary precautions to protect yourself and the public. Use all protective equipment provided along with appropriate tools and work practices to ensure your safety.

Accidents or Medical Emergencies

If any accident or a medical emergency should occur you should activate the local 911 system using the numbers provided by your guide or the local operating authority. If you have a National Grid radio you should declare a Code Blue in New England. In New York, using the radio, state that you have a medical emergency.

No one can help you if you don't know your location!

It is imperative that everyone, each crew and individual, know his or her work location at all times.

- State
- County
- Town
- Street address

If you need assistance activating the local 911 system use the following National Grid emergency numbers.

<i>In New England</i>	<i>1.800.243.1637</i>
<i>In New York</i>	<i>1.877.852.1612</i>

After you have rendered aid and activated the 911 system, you **MUST** contact your guide and the local operating Authority.

Guides

While you are here a guide will be assigned to you and will be with you during the day to assist you with any problems that may arise. Your guide will act as your escort and contact with the company both on and off the job. If your guide is unable to answer your question, they will channel your inquiry to the proper authority. You should know how to contact your guide and the local operating authority at all times.

Depending on the magnitude of the emergency, guides will fall into two categories: Skilled and unskilled.

A skilled guide is a National Grid employee who will direct you. They are well versed in our safety, environmental and construction standards. They will have a working knowledge of the electrical system and have the ability to read and interpret maps and diagrams of our systems. At times he or she may be a local employee with extensive knowledge of the local system. They will be authorized and take all switching and/or tagging orders prior to you working on the lines or equipment. Your skilled guide will determine your work assignment and set job priorities.

An unskilled guide/escort is a National Grid employee who does not possess all of the qualifications of the skilled guide. They are there to provide for your welfare. They will generally have knowledge of the geographic area and will assist you with communications to the proper authority. They may in fact

have some of the skills required of the skilled guide, but they do not possess all of the qualifications. An unskilled guide does not have the authority to switch or tag.

In rare instances, you may work directly for the local authority.

Oil Spills

All oil spills are to be reported immediately to your guide or the local operating authority. In order to assure the proper cleanup activities and reporting, you should be prepared to provide the following information.

- Spill location (street, nearest intersection, county, town and pole number).
- Type of material spilled (transformer oil, gas, hydraulic oil, etc.).
- If a transformer is involved, identify labeling (non.PCB, serial number and manufacturer and liquid capacity).
- Estimated quantity spilled.
- Cause of the failure (Storm related, motor vehicle accident or other).
- Description of the spill area. (Size and type pavement, grassy area rural/urban)
- Identify proximity to any waterbody or drinking water supply .

Welfare and Work Conditions

Workday

Work schedules will be arranged to take maximum advantage of daylight hours

It is our objective to restrict the workday to 16 hours whenever possible.

Housing, Meals and Worker Conduct

At orientation, you will be assigned a sleeping location and told where you may obtain meals.

Employees, hired contractors or foreign crews while on the National Grid property for whatever reason must adhere to the following National Grid Policies

- 1** There shall be no consumption of alcoholic beverages during regular work hours, overtime, emergency or at meals. Anyone who reports to work unfit to work is not permitted to work until they have medical clearance to do so. All State and Federal laws will be adhered to.
- 2** Meals shall be obtained at a reasonable price.
- 3** The unlawful use possession, sale or purchase of “controlled substances” is prohibited.
- 4** No person shall enter upon National Grid property while in the possession of a firearm/weapon of any description, loaded or unloaded.
- 5** Room accommodations will be treated respectfully and in accordance with “House Rules.”

- 6 Personnel who are sick, injured or otherwise unable to report to work shall inform their immediate supervisor who, when applicable, will report to their assigned National Grid representative.
- 7 Communication with the media is prohibited. All media requests for information must be referred to National Grid's Corporate Communication organization.

General Operating Procedures

If it's not de.energized, tagged, tested dead and equal potentially grounded you must consider the circuit **energized**.

All work on lines above 15 KV class will be done with lines tagged tested dead and grounded, unless special arrangements have been made to perform hotstick work.

Tagging

National Grid employs a Controller based tagging system. If a National Grid employee who is qualified to tag is not assigned to you, then you will need permission from the controller to utilize an alternate form of tagging. This will require the agreement of the Regional Control/Trouble Office/Local Operating Authority, Operating Department Manager/Supt. and the Safety Manager. If concurrence cannot be achieved among these parties, then they will seek guidance from higher authorities.

General Operating Procedures

All work done during the emergency shall be made permanent whenever possible.

In New England all reclosures must be set to nonreclosing during work on energized primary circuits except in areas protected by a 65K or smaller fuse.

National Grid USA is a result of several mergers. As a result of this, there is a wide range of field conditions, voltages, wire sizes and construction standards. It would not be prudent or possible to list all applicable specification and standards in this document.

You should replace in kind what you find in the field unless otherwise instructed.

If you have any questions, ask your guide to provide you the help or obtain that help for you. Don't make assumptions. Get the proper information, work safely and ensure the safety of the public and the system.

Interruption Information

It is important that you report to your guide or the local operating authority as soon as each job is complete since he or she will have to account for several crews and report back to the dispatcher.

Our computer system is used continuously during an emergency to register customer interruption calls and to analyze trouble. This gives us the capacity to maintain a record of all reports of interruption and other trouble.

Restoration progress is continuously updated as jobs are reported complete and new cases of trouble are received.

In order to complete our interruption reports the following information will be necessary.

- Date and time of restoration
- Cause and location
- Estimated number of customers effected
- Location of the switch, fuse, gang.operated switch, reclosure, etc. used to restore the interruption
- If a transformer is replaced, we will need manufacturer's name, size and serial number of both the new and old transformer and where the old transformer was returned to.
- If a pole is replaced we will need the size and class of both the new and old poles. Also identify information regarding the type of construction, single phase, vertical, arms, Hendrix cable, etc.

Customer Inquiries

All customer inquiries should be directed to your guides or the following customer service numbers:

New England	1.800.892.2345
New York.....	1.800.642.4272

Storm Room Phone Numbers

New England System Storm Room

System Emergency	
Director	508.421.7890
Emergency Room	
Coordinator	508.421.7891
Mutual Assistance	
Coordinator	508.421.7887
Private Contractors	
Coordinator	508.421.7897
Arborist	508.421.7896
Storm Room Fax	508.421.7898

New York System Storm Room

System Emergency	
Director	315.428.3146
Arborist	315.428.3147
Mutual Assistance	
Coordinator	315.428.6773
Private Contractor	
Coordinator	315.428.6769
Storm Room Fax	315.428.5354
Emergency Planning	
Communication Center.....	315.428.6919

New England Storm Rooms

Ocean State Division

Narragansett Electric.....	401.784.4310
	401.784.4312
Fax	401.784.7426
Providence RI	401.784.4333
	401.784.4334
Fax	401.784.7439
Warren	401.784.7353
Fax	401.245.4731
Lincoln RI	401.335.6212
Fax	401.335.6069
Chopmist.....	401.647.3080
Fax	401.647.3097
North Kingstown RI	401.267.6611
	401.267.6672
	401.267.6673
Fax	401.267.6697
Westerly.....	401.267.6619
Fax	401.267.6624
Middletown	401.851.8282
Fax	401.851.8286

Bay State South Division

Brockton MA	508.897.5545
	508.897.5546
	508.897.5698
	508.897.5629
Fax	508.897.5556

Confidential

Hanover.....	508.897.5719
	508.897.5693
	508.897.5701
Fax	508.897.5681
Quincy.....	617.472.0451
	617.471.8663
	617.471.2483
Fax	617.471.2619
Hopedale MA	508.482.1100
	508.482.1150
	508.482.1153
	508.482.1200
Fax	508.482.1110
Marlboro	508.229.4541
	508.229.4540
	508.229.4542
	508.229.4554
Fax	508.229.4544
Somerset MA	508.730.4032
	508.730.4033
Fax	508.730.4172
Attleboro.....	508.223.2565
	508.223.2541
	508.223.2566
	508.223.2593
	508.223.2502

Nantucket Electric

Main number508.325.8000
Line Dept.508.325.8222
Fax508.325.8100

North & GSE Division

North Andover MA978.689.0536
978.794.0283

Fax978.925.1027

Haverhill978.725.1467

Fax978.725.1037

Newburyport978.725.1277

Fax978.725.1279

Salem NH603.890.7115

603.890.7116

Fax603.890.7130

Lebanon NH.....603.443.4252

603.443.4265

Fax603.443.4251

Tewksbury MA.....978.725.1712

Fax978.725.1710

Lawrence978.725.1239

Fax978.725.1329

Malden MA.....781.388.5222

781.322.5490

Fax781.388.5226

Lynn.....781.586.9769

Fax781.586.9679

Beverly MA.....978.524.2231
978.921.4685
Fax978.524.2271

Gloucester.....978.283.2154
Fax978.281.6985

Bay State West Division

Worcester
(Headquarters) MA508.860.6314
508.860.6310

(large scale).....508.860.6693
Fax508.860.6276
Fax (large scale)508.860.6610

Athol.....978.249.3688
Fax978.249.1817

Great Barrington.....413.528.4817
413.528.7018
413.528.7019
Fax413.528.7017

Leominster978.840.3840
Fax978.840.3871

Monson413.267.9022
Fax413.267.6017

North Adams413.664.9184
Fax413.664.5817

Northampton413.582.7481
413.582.7537
413.582.7533
Fax413.582.7531

Spencer.....508.885.4956
Fax508.885.2208

Niagara Mohawk Eastern Division

Capital Storm

Director.....518.433.3885

Albany.....518.433.3882

Fax518.433.3541

Hudson.....518.828.8607

Fax518.828.6240

Troy.....518.433.3883

Fax518.433.3541

Schenectady.....518.433.3884

Fax518.433.3541

Capital West

Storm Director.....518.382.2845

Schenectady.....518.382.2826

Fax518.382.2828

Cobleskill.....518.382.2825

Fax518.382.2828

Gloversville.....518.382.2827

Fax518.382.2828

Northeast Storm

Director518.761.5834

Glens Falls518.761.5847

Fax518.761.5872

Saratoga518.583.5250

Fax518.583.5258

Ticonderoga518.761.5930

Fax518.585.6444

Warrensburg.....518.761.5873

Fax518.623.2495

Central Division

Central Region North

Supervisor315.452.7578

Clerk315.452.7646

Fax315.452.7630

or 315.452.7695

Central Region South

Supervisor315.452.7581

Clerk315.452.7649

Fax315.452.7630

or 315.452.7695

Central Region East

Supervisor315.452.7579
Clerk315.452.7647
Fax315.452.7630
or315.452.7695

Central Region West

Supervisor315.452.7580
Clerk315.452.7648
.....315.452.7577
Fax315.452.7630
or315.452.7695
Forestry315.452.7576
Fax315.452.7630
or315.452.7695

Northern Region

Watertown315.785.7248
.....315.785.7282
Fax315.785.7371
Clayton315.785.7349
.....315.686.3391
Fax315.686.2401
Lowville/Star Lake315.785.7216
.....315.785.7216
Fax315.376.7325

Potsdam/Gouverneur.....315.267.5245
315.267.5235
Fax315.267.5265

Ogdensburg315.267.5235
Fax315.393.5325
Malone518.433.3962
Fax518.483.5441

Saranac518.433.3916
Fax518.891.5794

Central Division

Mohawk Valley

Utica315.798.5368
Fax315.798.1989

Utica Storm
Dispatcher315.798.5335

Herkimer315.798.5375
Fax315.798.1989

Oneida.....315.798.5115
Fax315.798.1989

Rome315.798.5113
Fax315.798.1989

Western Division

Frontier Region

Buffalo	716.831.7112
Fax	716.831.7112
Niagara Falls	716.297.0655

Genesee Region

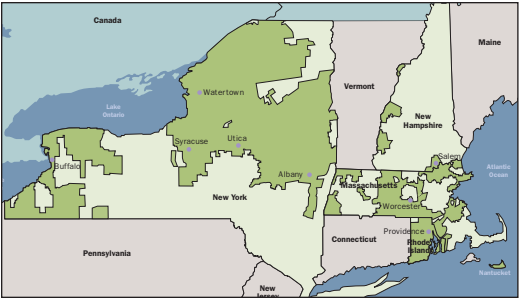
Albion.....	585.589.4109
Avon.....	585.226.8947
Batavia	585.343.6314

Southwest Region

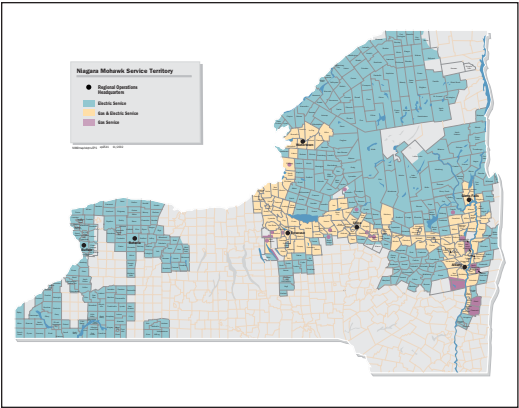
Angola.....	716.549.0631
or	716.549.4661
Fredonia	716.676.2321
Olean	716.372.5595
Stow	716.789.5906
or	716.789.4976

National Grid Service Territory Maps

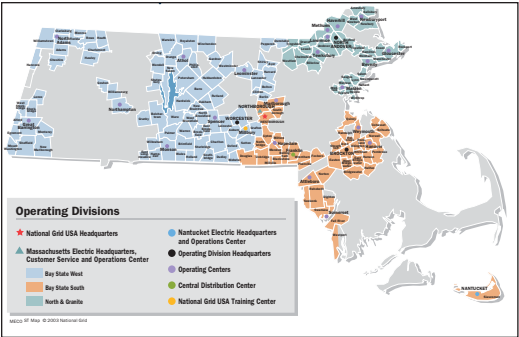
Over.all service territory



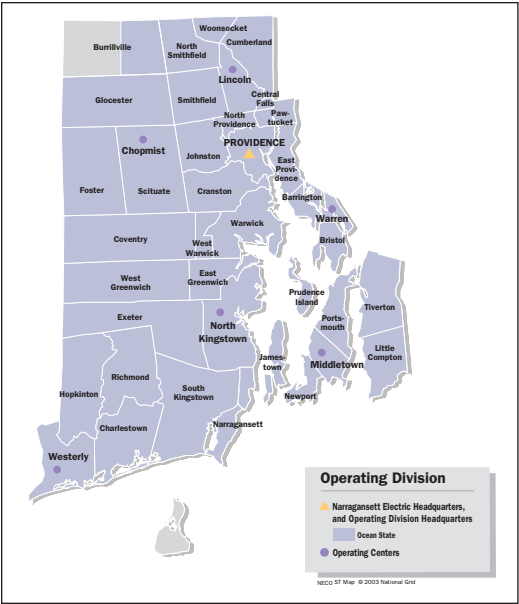
Niagara Mohawk



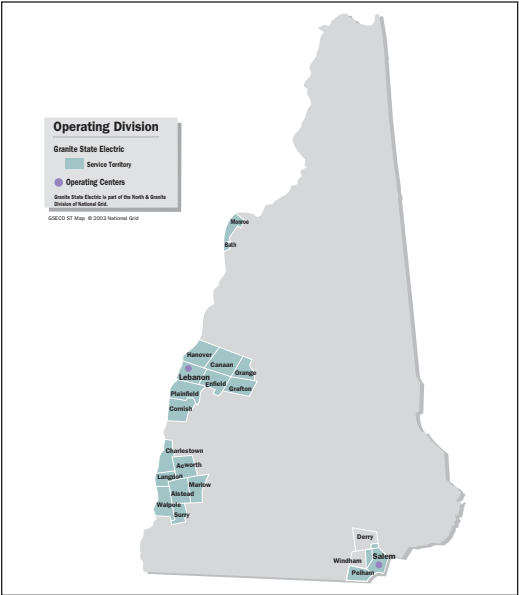
Massachusetts Electric



Narragansett Electric



Granite State Electric



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